CapTel 840i®

Setup Guide

305-018200 2/12

Ultratec®

About Your New *CapTel* 840i®

Your new *CapTel* 840i is like any other telephone in many ways: it connects to a telephone line, you talk and listen to your callers, and you place/answer calls the same way you use any other telephone.

Your new *CapTel* 840i is also different than a traditional telephone in some important ways.

In order to show captions, your *CapTel* 840i connects to the Internet the same way you connect a computer to the Internet. The Internet connection links to a free Captioning Service, where a specially-trained operator transcribes everything your caller says into captions. The captions are sent back over the Internet to your *CapTel* 840i phone, for you to read in the display.

Because the *CapTel* 840i relies on the Internet to provide captions, setting up the phone takes a few extra steps to make sure it is connected to the Internet properly.

CapTel is the latest innovation from Ultratec.

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Where To Get Help

Help is available 24 hours a day, 7 days a week. Please contact:

Toll-Free Installation Help Line: 888-269-7477
Email: CapTel@CapTel.com • Fax: (608) 204-6167
Online Help: www.captel.com/customer-service.php

If someone else installed your home computer or your Internet connection, you may want to consult with that person as you set up the *CapTel* 840i. You can also try the *Troubleshooting* suggestions at the end of this guide to help with any problems.

Important Information when Calling for Help

The following information may help *CapTel* Customer Service troubleshoot your problem. If possible, please have this information handy when you call for help:

My Telephone Number

My *CapTel* 840i Electronic Serial Number (ESN)
(located underneath your CapTel phone)

My Internet Service Provider

My Telephone Service Provider

If using WiFi: Name of WiFi Network (SSID)

WiFi Password *(also sometimes called "Pass Phrase" or "Network Key")*

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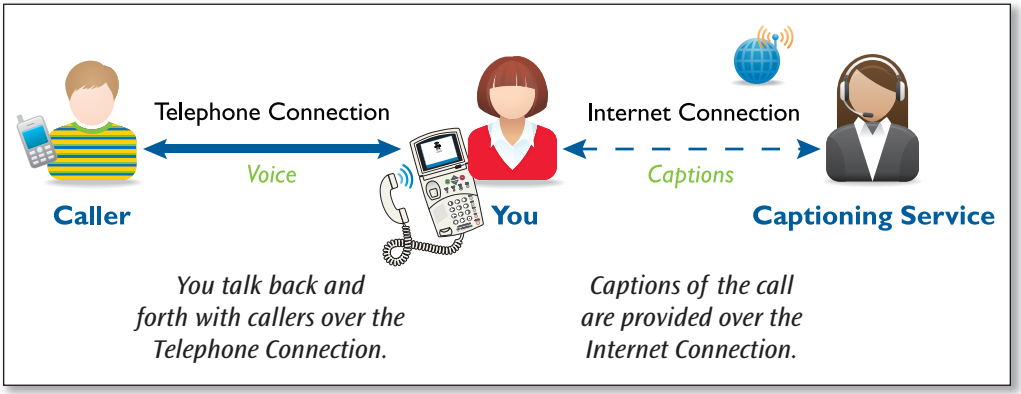
How *CapTel* 840i Works



STEP 1

Requirements

Before you set up your phone, make sure you already have:

Telephone Service

Connects to the *CapTel* 840i via a telephone cord using a standard RJ11 connection. Your telephone service can be any of the following:

- Standard analog service
- DSL (Digital Subscriber Line) – filter recommended
- Digital Cable phone service
- VOIP (Voice Over Internet Protocol) phone service
- FIOS (Fiber Optic Service) phone service

NOTE: Your *CapTel* 840i does NOT work with digital Private Branch Exchange (PBX) phone systems found in some business settings, residential facilities, and hotels, unless an analog port is available.

Access to High-speed Internet Service

Connects to the *CapTel* 840i via an Ethernet cable or via a Wireless (WiFi) network. Your Internet service must be working properly in order for the *CapTel* 840i to display captions. A high-speed Internet connection is required. Dial-up Internet service will not work. In home settings that do not have a wireless network, you may need a router or switch to connect more than one device to your Internet service. Your Internet modem and/or router should support DHCP. You should also check if a firewall is active on either the modem or the router, as it might interfere with connecting the *CapTel* 840i to your network (see *Troubleshooting* on page 23 for tips).

Standard Electrical Power

The *CapTel* 840i plugs into a standard electrical wall outlet. You must use the power adapter that came with the *CapTel* 840i. Using any other adapter may damage the *CapTel* and will void the warranty.

STEP 2

Choosing a Location

If possible, make sure that the outlets for your telephone service and your electrical power are located close to your Internet service outlet (for wired installations) or within range of your wireless router (for WiFi installations). For settings where the outlets are not located close to one another, see page 9 for more installation tips.

Choose a location where:

- There is a telephone jack, an electrical outlet, and an Internet jack (Ethernet) all located nearby.*
- The surface it will be set on or mounted to is stable and secure.
- The area is protected from excessive heat or humidity.

** In WiFi settings, it is not necessary for your CapTel phone to be in the same room/area as the wireless router. However, your wireless signal strength may be stronger the closer your CapTel phone is positioned to the wireless router.*

What is in the box?

Your *CapTel* 840i includes the following parts:

- *CapTel* 840i Phone
- Telephone Cord

- Power Adapter – to plug into a wall outlet

Important! Use only the power adapter that came in the box with your CapTel 840i

- Ethernet Cable – to connect to Internet service *(not necessary for WiFi installations)*

- *CapTel* Setup Guide and *CapTel* How-to Guide

- Warranty Card

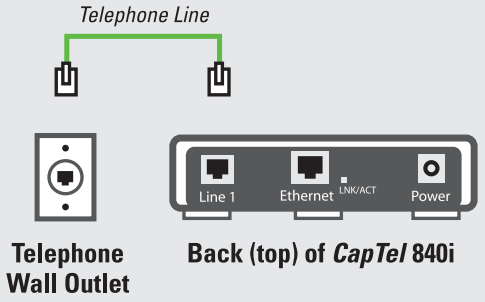
STEP 3

Connect the Telephone Line

Plug one end of the telephone cord into the telephone jack labeled “Line 1”

Located on the back (top) edge of the *CapTel* 840i. Be sure to use the telephone cord that came with your new *CapTel* 840i phone.

Plug the other end of the telephone cord into a telephone wall outlet



STEP 4

Connect to a Power Outlet

Plug the power adapter cord into the power socket labeled “Power”

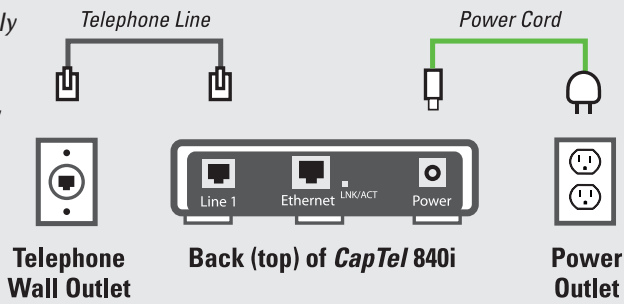
Located on the back (top) edge of the *CapTel* 840i. Be sure to use the power adapter that came with your new *CapTel* 840i.

Plug the power adapter into a wall outlet or power strip

The *CapTel* display screen will light up to let you know power is connected.

TIP: *Plug your power adapter into an electrical power surge protector to protect your CapTel 840i from damage caused by unspecified electrical voltage or damage caused by lightning. Do not use an electrical outlet controlled by a "dimmer" or wall switch.*

WARNING: *Be sure to use only the power adapter that came with your CapTel 840i. Using any other power adapter may damage your phone.*



Once you plug in the power, your *CapTel* phone will automatically check that everything is connected and working properly. You can follow along on the *CapTel* display screen, which will tell you what is happening during the set up process.

STEP 5

Connect to Your Internet Service

There are two ways to connect to your Internet service:

Option 1: Wired – using an Ethernet cable to connect to the Internet. Please follow instructions for "Wired Installations" below.

Option 2: Wireless – using your home/office WiFi network to reach the Internet. Please follow instructions for "Wireless/WiFi Installations" on page 13.

For Wired Installations

1. Plug one end of the Ethernet cable into the jack labeled “Ethernet”, located on the back (top) edge of the *CapTel* 840i. Be sure to use the Ethernet cable that came with your new *CapTel* 840i phone.
2. Connect the other end of the Ethernet cable into the jack you use to access your Internet service.
   Depending on how your Internet service is set up for your home/office, you could be plugging into any of the following:
   - An available Ethernet jack on a digital cable modem
   - An available Ethernet jack on a DSL modem
   - An available Ethernet jack on a router in your home
   - An available Ethernet jack in a wall outlet

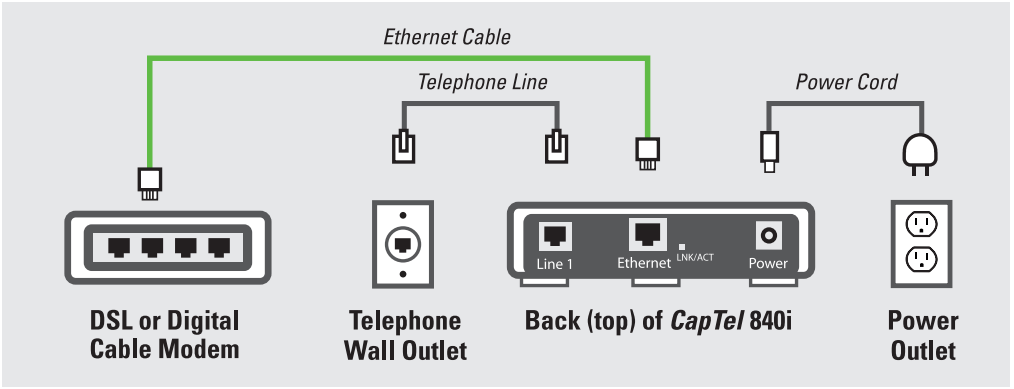
NOTE: When connected properly, the LNK/ACT indicator light will glow. The LNK/ACT indicator light is located next to the Ethernet jack on the back (top) edge of the *CapTel* 840i.

Back (top) of *CapTel* 840i

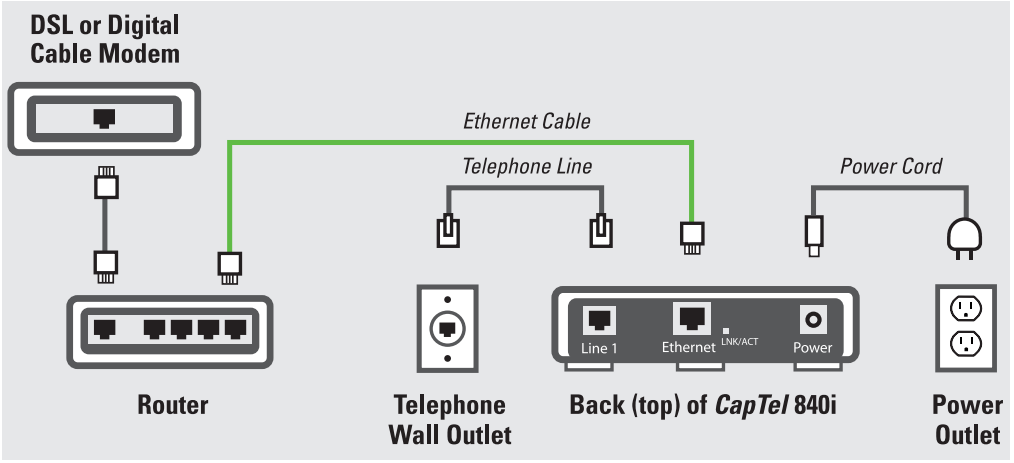
Use the examples on the following pages to match your setting with the correct installation method.

Case 1: All Outlets Located Together

Example 1: All of the connection outlets *(telephone, Internet, and power)* are available in the same room that you are planning to use the *CapTel* 840i.



Example 2: If there is not an available Ethernet jack in your DSL or Cable Modem, you will need a router or switch that lets you connect more than one device to the Internet. Contact your Internet Service Provider for information about what router or switch will work with your modem. The router should support DHCP. Connect the router to your DSL/Cable Modem. Then connect the *CapTel* 840i to the router or switch using the Ethernet cable as shown below.

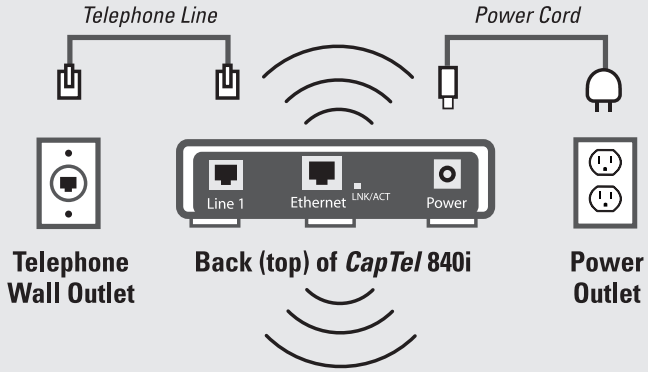


Case 2: Outlets Located in Separate Rooms

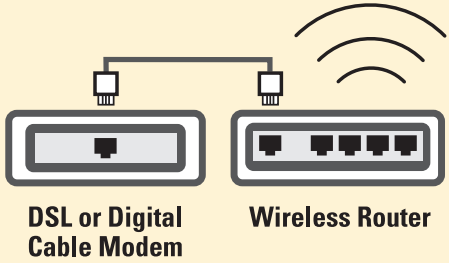
If your Internet connection is located in a different room from where you plan to use your *CapTel* phone, choose one of the following examples that best matches your setting.

Example 1: Use a wireless "WiFi" router (See page 13 for set up instructions).

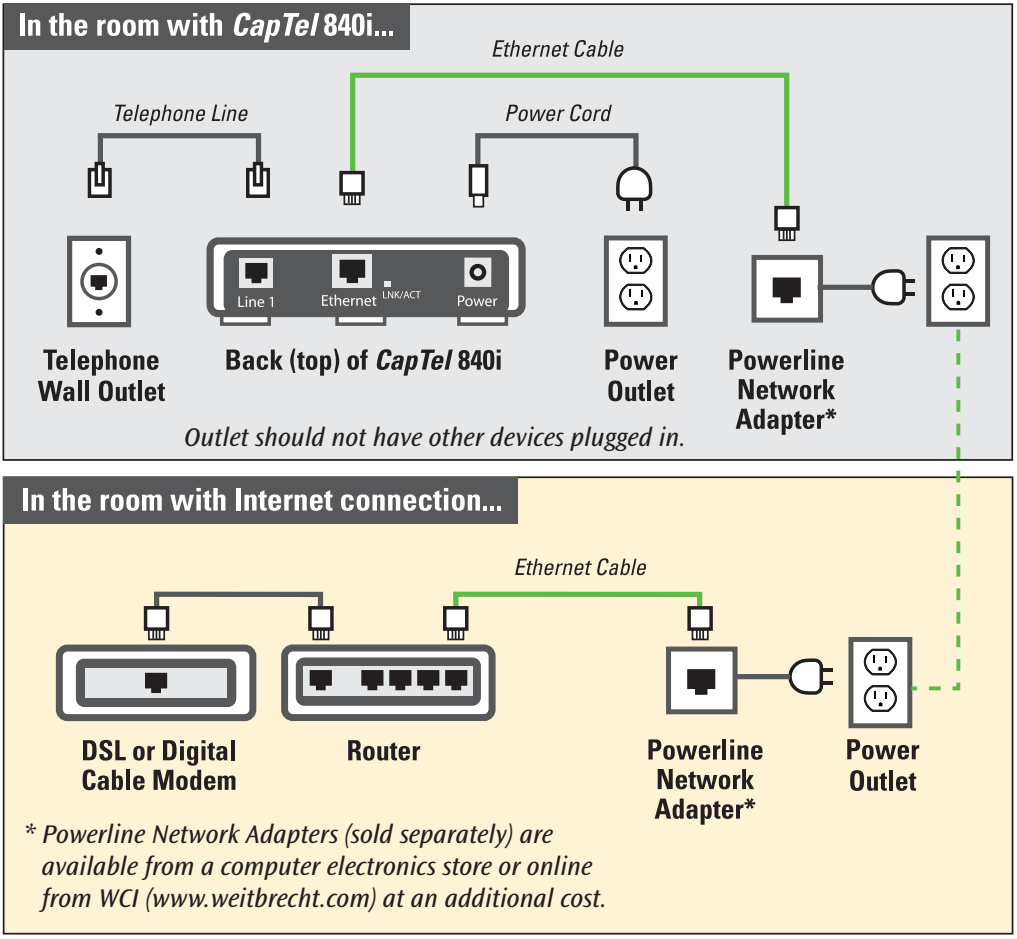
In the room with *CapTel* 840i...



In the room with Internet connection...



Example 2: Use Powerline Network Adapters


In the room with *CapTel* 840i...
Ethernet Cable
Telephone Line
Power Cord
Line 1
Ethernet
LNK/ACT
Power
Telephone Wall Outlet
Back (top) of *CapTel* 840i
Power Outlet
Powerline Network Adapter*
Outlet should not have other devices plugged in.
In the room with Internet connection...
Ethernet Cable
DSL or Digital Cable Modem
Router
Powerline Network Adapter*
Power Outlet
* Powerline Network Adapters (sold separately) are available from a computer electronics store or online from WCI (www.weitbrecht.com) at an additional cost.

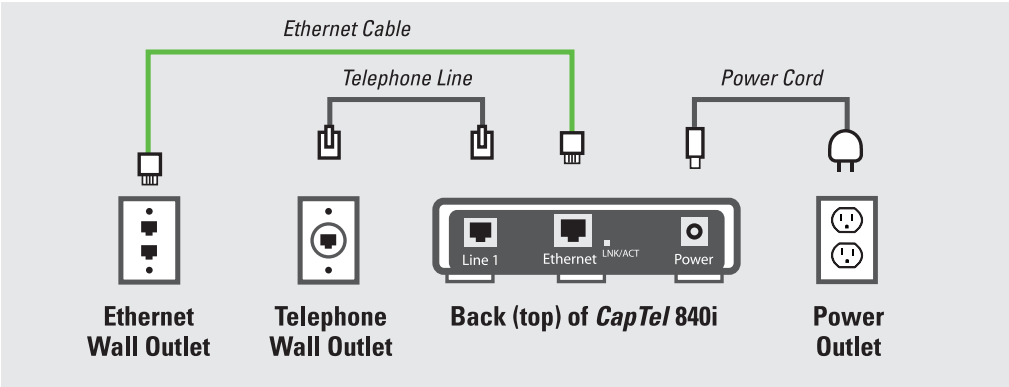
IMPORTANT: The Powerline Network Adapters cannot be plugged into a power strip, surge protector, extension cord or GFI-type outlet. They must be connected directly into the electrical wall outlet.

Example 3: Install an Ethernet Wall Jack

Some newly-constructed homes are wired for Internet connectivity by having Ethernet cable jacks built right into a wall outlet *(similar to how an electrical outlet or a telephone outlet would work)*.

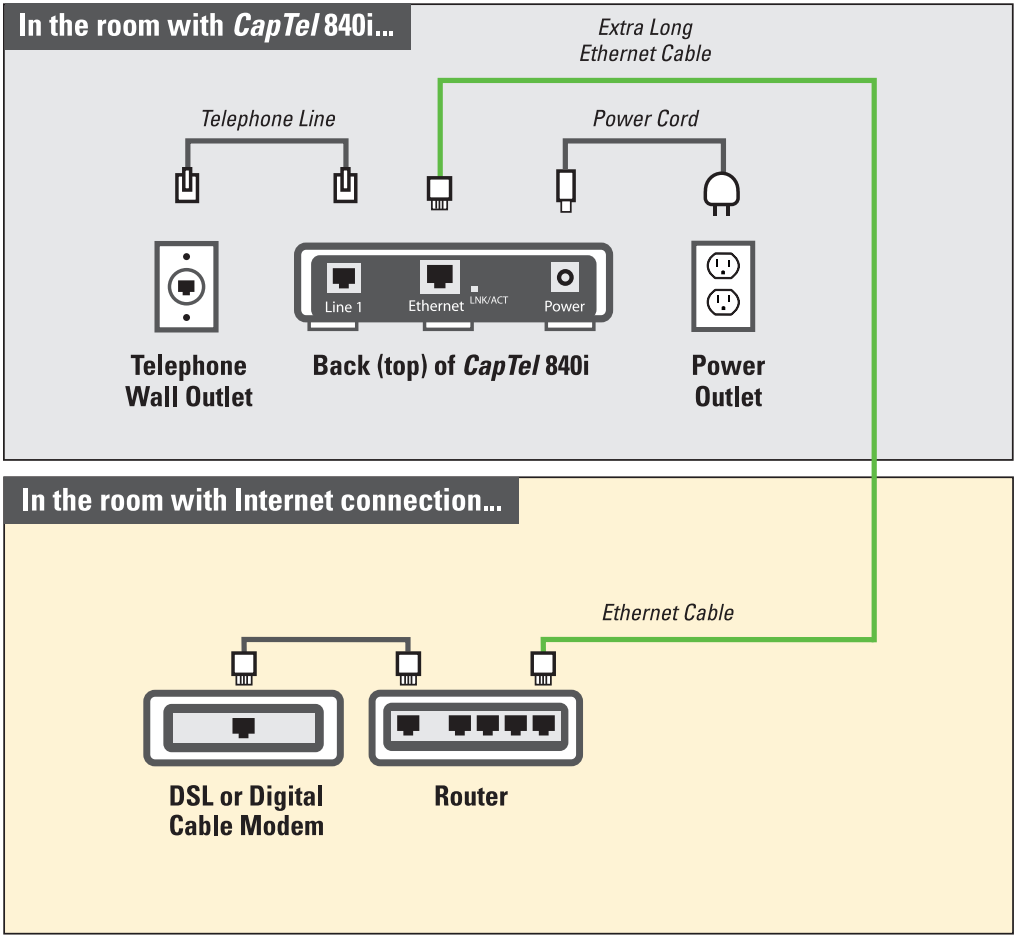
For approximately the same cost as buying Powerline Network Adapters, your telephone company or Internet Service Provider can install Ethernet jacks/wiring in your home or office directly in the room that you plan to use your new *CapTel* telephone.

To learn more about this option, please contact your Internet Service Provider.



Example 4: Extra Long Ethernet Cable

You can use an extra long Ethernet cable *(longer than the standard Ethernet cable that came with your CapTel telephone)* to bridge the distance between your phone location and your Ethernet jack. Extra long Ethernet cables *(sold separately)* are available from a computer electronics store or online from WCI *(www.weitbrecht.com)* at an additional cost.

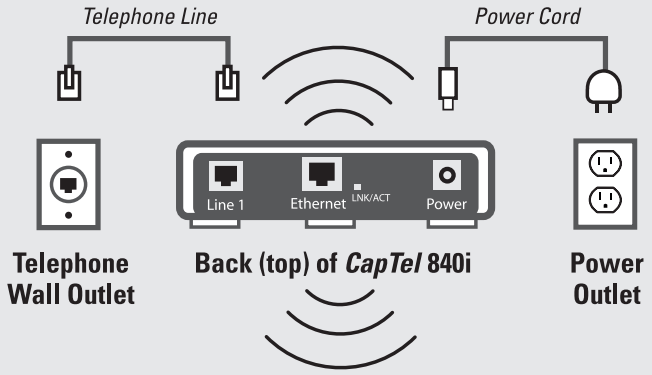


For Wireless/WiFi Installations

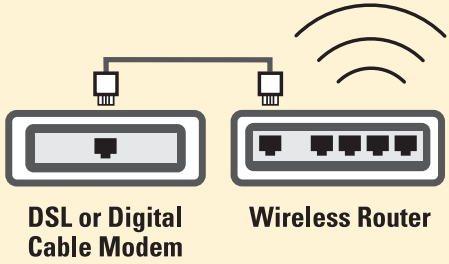
If you have a wireless ("WiFi") network in your home or office, your *CapTel* phone can connect to the Internet using the WiFi network. You do not need to plug in an Ethernet cable.

To set up your *CapTel* for WiFi use, you will need to know the name of your wireless network *(also called the SSID)* as well as any passwords that may be necessary to access the network. The way you access your WiFi network with *CapTel* will be very similar to the way you access the network from a computer or mobile device.

In the room with *CapTel* 840i...

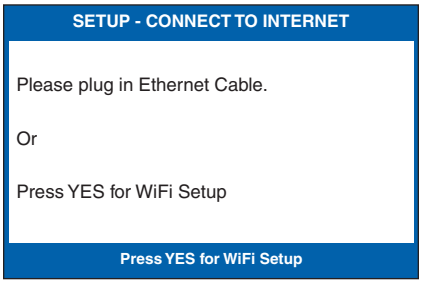


In the room with Internet connection...



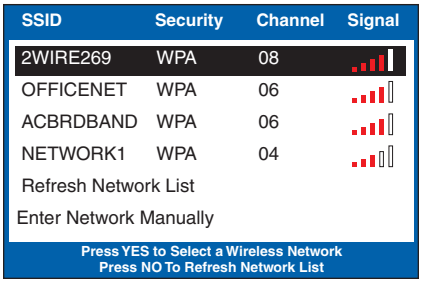
NOTE: If someone helped install the wireless network in your home or office, it may be helpful to consult with them as you set up your *CapTel* phone.

1. The display asks, **Press YES for WiFi Setup.** Press the **YES** button.



2. Your *CapTel* checks if any wireless networks have been used previously and are already saved in memory. If no previous networks are detected, *CapTel* scans for available networks in your location.

3. *CapTel* lists any WiFi networks detected, in order of the strongest signal strength to the weakest signal strength. Use the **UP/DOWN** arrows to highlight the wireless network you want to use. Press the **YES** button to select.



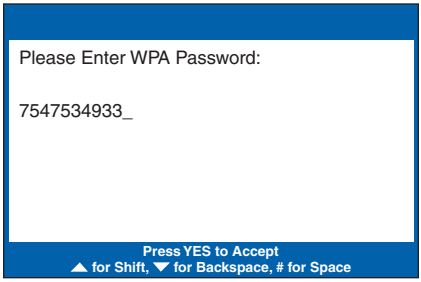
NOTE: *CapTel* may detect wireless networks in your location that you do not recognize – such as a wireless network from a neighbor or nearby office. Be sure to select the SSID that matches your WiFi network.

If you do not see the network you want listed, try moving your *CapTel* phone to an area closer to your wireless router and selecting Refresh Network List. *CapTel* will re-scan for available networks. See Troublehshooting for WiFi Networks on page 25 for additional directions.

4. If required, *CapTel* asks for the password to access your WiFi network.

NOTE: Where to find your WiFi password? This is the same password you need to access the WiFi network from any computer or mobile device. The password *(sometimes called a "pass phrase" or "network key")* is assigned by your Internet Service Provider or by whomever set up your wireless network. In some cases, the password may be listed directly on your wireless router.

Use the dialing pad to enter the letters or numbers of your password. Look for the letters listed on the number keys to know which number key to press. For some letters/numbers, you will need to press the number key several times until the correct letter/number appears on the display screen.



TIP: *Some passwords are case-sensitive. Press the UP button to shift lock for capital letters. Press the UP button again to return to lower case. Use the DOWN button to backspace.*

Example: To enter the letter "R", press the UP arrow button to set shift-lock to capital letters, then press the number 7 key three times until you see "R" on the display screen.

NOTE: Depending on the type of security on your wireless network, you may not be asked to enter a password.

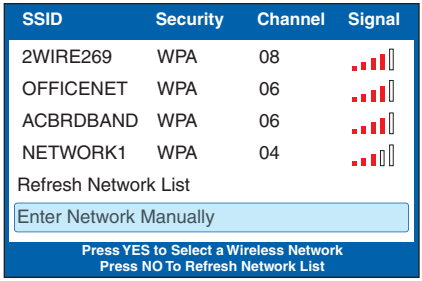
TIP: *After you have typed your password, double-check that you have all the letters and numbers listed correctly, and that any capital/lower case letters are entered properly. If the password is not correct, CapTel will not be able to connect to your WiFi network.*

5. After you have entered the password, press the **YES** button to accept. *CapTel* will save your network settings, and connect to your wireless network.

Entering a Network Manually

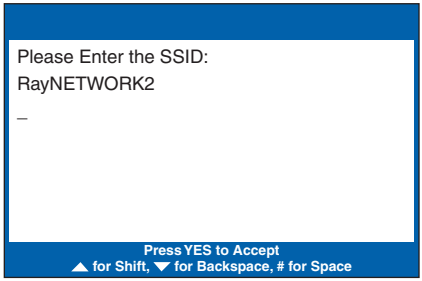
If you do not see your network name in the list of available WiFi networks, you can manually enter the name of the network you want to use.

1. Use the **DOWN** arrows to highlight **Enter Network Manually**. Press the **YES** button to select.



2. Use the dialing pad to enter the name of the wireless network you want to use *(also called the "SSID")*. Look for the letters listed on the number keys to know which number key to press. For some letters/numbers, you will need to press the number key several times until the correct letter/number appears on the display screen.

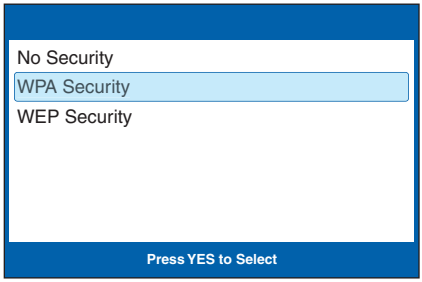
   Example: To enter the letter "R", press the UP arrow key to set shift-lock to capital letters, then press the number 7 key three times until you see "R" on the display screen.



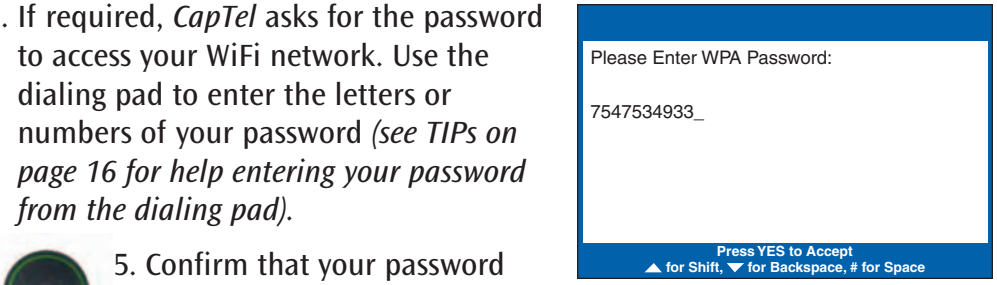
TIP: *Some password names are case-sensitive. Press the UP button to shift lock for capital letters. Press the UP button again to return to lower case. Use the DOWN button to backspace.*

3. Use the **UP/DOWN** buttons to highlight the type of Network Security on your WiFi network. Press the **YES** button to select.

NOTE: If you don't know which Network Security to use, please check with the person who set up your WiFi network.

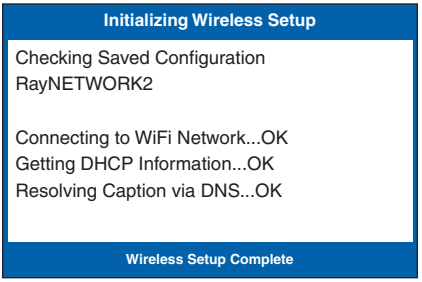


4. If required, *CapTel* asks for the password to access your WiFi network. Use the dialing pad to enter the letters or numbers of your password *(see TIPs on page 16 for help entering your password from the dialing pad)*.



5. Confirm that your password is listed correctly, then press the **YES** button to accept.

6. *CapTel* saves your wireless settings, and then connects to the wireless network that you specified.



If you have any problems accessing your wireless network with *CapTel*, please see Troubleshooting on page 25 or contact *CapTel* Customer Service for help.

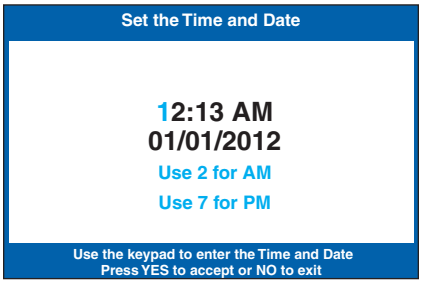
NOTE: Once your *CapTel* phone connects to the Internet, it automatically checks to make sure that you have the most current software version. If needed, your phone will automatically update its software over the Internet connection. Watch the display screen to follow the progress. Your *CapTel* phone may reboot as part of the update process. Once the entire update process is completed, you will be able to continue with the installation.

STEP 6

Setting the Date and Time

To Set the Date and Time

1. *CapTel* shows you the current time and date setting. Use the **UP/DOWN** buttons to move the blue highlight over the number that you want to change.


Set the Time and Date
12:13 AM
01/01/2012
Use 2 for AM
Use 7 for PM
Use the keypad to enter the Time and Date
Press YES to accept or NO to exit

2. On the dialing pad, press the key that lists the number you want to use.

Example: To set the time for 11:30, press the "1" key twice, then press the "3" key followed by the "0" key.

3. When you have set the time and date, press the **YES** key to save.

TIP: *To change the time from AM to PM, press the 2 key for "AM" and the 7 key for "PM".*

You are now ready to make/receive calls. Make a test call to check that your *CapTel* 840i is working properly.

STEP 7

Record a Personal Greeting Message for the Answering Machine *(Optional)*

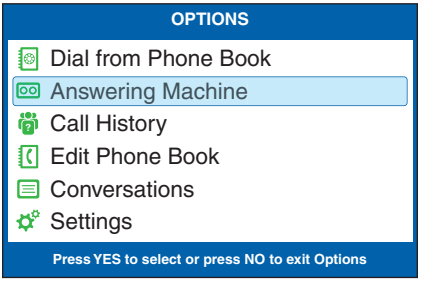
Before you begin making/receiving calls, you may want to record a personal greeting message for the *CapTel* 840i Answering Machine. If you do not want to record a personal greeting, the Answering Machine will use a pre-recorded greeting that says, "*Hello. No one is available to take your call. Please leave a message after the tone.*"

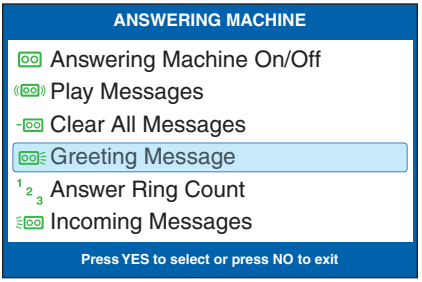
To record a personal greeting message:

1. Press the **YES** button to see Options.

2. Press the **DOWN** button to highlight **Answering Machine**. Press **YES** to select.

3. Press the **DOWN** button to highlight **Greeting Message**. Press **YES** to select.





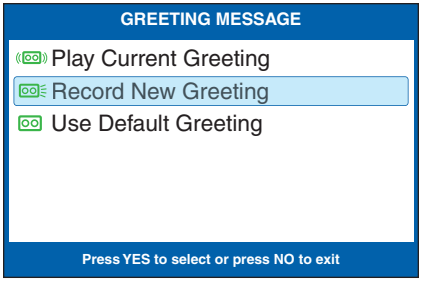
4. Press the **DOWN** button to highlight **Record New Greeting**. Press **YES** to select.

5. Lift the *CapTel* handset and watch the display screen to know when to start speaking. When you see the **REC** message, begin speaking into the handset to record your greeting message.

6. When you are finished, press the **YES** button to stop. Your new message will play back over the handset for you to review.

If you'd like to re-record your greeting, press the **NO** key to begin recording again.

7. When you are satisfied with your new greeting, hang up the telephone handset. *CapTel* will send out your personal greeting whenever the Answering Machine picks up an incoming call.


GREETING MESSAGE
Play Current Greeting
Record New Greeting
Use Default Greeting
Press YES to select or press NO to exit

NOTE: For more information about the Answering Machine, please see the *CapTel* 840i How-to Guide.

Troubleshooting

Problem with Power

Problem: The display screen is blank.

- ☐ Press any of the buttons on the *CapTel* 840i dialing pad to confirm that the phone is not in "sleep" mode. The display screen should light up.
- ☐ Confirm that the power adapter is plugged completely into the socket on the back (top) edge of the *CapTel* 840i phone and into a working wall outlet or power strip/surge protector.
- ☐ If plugged into a power strip, confirm that the power strip is turned "on". If plugged into a wall outlet, check whether a wall switch controls the outlet and, if so, make sure it is switched on. **NOTE:** Using an electrical outlet controlled by a wall switch is not recommended.
- ☐ Confirm that you are using the power adapter provided with the *CapTel* 840i (6 VDC @ 1670 mAmps). **Do not use** a different power adapter than the one supplied with the *CapTel* 840i as this may damage the phone and will void the warranty.

No Telephone Service

The *CapTel* 840i needs to connect to the telephone service using an RJ11 jack/phone cord, like the one provided with the phone. The telephone connection can be to any land-line phone service, including:

- Standard analog service
- DSL (Digital Subscriber Line) – filter recommended
- Digital Cable phone service
- VOIP (Voice Over Internet Protocol) phone service
- FIOS (Fiber Optic Service) phone service

The *CapTel* 840i does NOT work with digital Private Branch Exchange (PBX) systems found in some office environments, residential facilities, and hotels, unless an analog port is available.

NOTE: The Ethernet connection with the *CapTel* 840i ONLY provides the captions. The *CapTel* 840i still requires telephone service to work. Connecting your *CapTel* 840i to the Internet via the Ethernet jack or via WiFi does not give you Internet phone service. Whatever type of telephone service you use is still needed to make and answer calls.

☐ Confirm that the telephone cord is plugged into the *CapTel* 840i and into your telephone wall outlet *(or into your telephone service adapter/modem, if necessary)*.

☐ Lift the *CapTel* handset and listen for a dial tone. The Signal Meter on the display screen helps show if a dial tone is present (*CAPTIONS button must be on*). If there is no dial tone, unplug the phone cord and power for one minute, then plug back in. If a dial tone is not present, there may be a problem with your telephone service.

☐ Check whether other telephones in your home are working properly. Try a different telephone plugged into the same wall jack to confirm the jack is working properly.

☐ Confirm that you are using the telephone cord provided with the *CapTel* 840i.

☐ Is a number (such as “9”) required to dial an outside line, as is common in office environments? If so, then you need to dial the “9” first before you can place a call.

Problem with Internet Access

Problem: *CapTel* display screen says "**Check Network Settings**"

- ☐ Check that Internet access is working: Are you able to access the Internet via a computer in your home?
- ☐ If you get your Internet access through your Digital Cable service, check that your TV is still getting cable channels. If not, your cable service may be temporarily down, affecting your Internet service.
- ☐ Do you have to enter a password every time you access the Internet? If so, you may need to connect a router to your DSL or cable modem, and then connect the *CapTel* 840i to the router.
- ☐ If you've plugged the *CapTel* 840i into a router, does your router support DHCP? Check the specifications in the instruction manual that came with your router. If your router only supports static IP addresses, contact Customer Service for assistance. Your Internet service provider may also be able to help you identify how your Internet service is configured.
- ☐ Check that your Internet modem *(DSL modem or Digital Cable modem)* supports DHCP. While most Internet modems support multiple protocols, some modems are set to only PPOE. *CapTel* 840i should be used with DHCP support. Your Internet service provider can confirm/adjust the modem settings for you.
- ☐ Your network firewall security may be blocking communication from the network to your *CapTel* 840i. To check:

  1. Press any key on the dialing keypad to "wake up" the *CapTel* phone if the screen is dark.
  2. With the handset down, press 0 4 7 4 6 3 6 on the number keypad (zero IPINFO). The *CapTel* display screen will show IP information about your telephone.

3. Look at the display screen to see if any numbers are listed in the fields labeled "*CapTel* IP" and "IP ADDR".

If there are no numbers listed in Phone IP, contact your Internet Service Provider to ensure that your modem supports DHCP.

If there are numbers listed in these fields, it means your Internet service is reaching the telephone, but captions may be getting blocked by your network firewall.

Contact your Internet Service Provider or consult the user manual for your modem or router for instructions on how to adjust the firewall security settings to include the *CapTel* phone. You may need to create a specific "rule" with your firewall that allows the *CapTel* IP addresses to access your network.

Problem: *CapTel* display screen says "**Waiting for Captions**" but nothing happens or the *CapTel* dialing keys/buttons seem unresponsive.

☐ Try resetting the *CapTel* phone by briefly unplugging the AC adapter and then plugging it back in. Wait for the logo screen to appear. The Captions button should be lit (*press the Captions button to turn it on if needed*).

☐ Try resetting the network connection by unplugging the *CapTel* AC adapter, then turning off the router and the Internet modem. Wait a minute, then turn on the modem *(make sure it's fully reset, with lights going steady)*. This may take up to five minutes to fully reset. Next, turn on the router, making sure it is fully reset. Then plug in the *CapTel* 840i AC adapter, all in that order. Wait for the logo screen to appear. The Captions button should be lit (*press the Captions button to turn it on if needed*).

☐ Try electronically resetting the *CapTel* phone to its original factory default settings. Make sure you are at the idle screen (not in Options menu). Then, with the handset hung up, press 0 7 3 7 3 8 on the dialing keypad (zero RESET). Press **YES** to reset. **WARNING: This will delete any saved phone numbers or speed dial settings.**

Problem with WiFi Network

Problem: My WiFi network SSID does not appear in the list of available networks.

☐ If your network SSID is not included in the list of networks available, try moving your *CapTel* 840i to an area closer to your wireless router. As you try new locations, use the **UP/DOWN** arrow to highlight "**Refresh Network List**" and press the **YES** key to select. Your *CapTel* 840i will re-scan for WiFi networks within range. Look again to see if your network appears in the list of available networks.

☐ Try adding your network manually. Use the **UP/DOWN** arrow to highlight "**Enter Network Manually**" and press the **YES** button to select. Then, follow the instructions on page 16 to enter your network name and password if needed.

Problem: *CapTel* display says, "**A Network Error Has Occurred**"

☐ Press the **NO** key to get more information about the type of problem.

☐ Please contact *CapTel* Customer service for assistance.

Problem: *CapTel* display says: "**Router is out of range or invalid passphrase was entered**"

☐ Check that your wireless router is turned on.

☐ Confirm that you have entered the wireless password correctly, including upper and lower case letters if necessary. To re-enter your network password:

Press the **YES** button to see **OPTIONS**

Press the **DOWN** arrow repeatedly until **Settings** is highlighted. Press the **YES** button to accept.

Press the **DOWN** arrow repeatedly until **Network Settings** is highlighted. Press the **YES** button to accept.

Press the **DOWN** arrow until **Change Network Connection** is highlighted. Press the **YES** button to accept.

CapTel asks if you are sure you want to leave this Network? Press **YES** to confirm.

CapTel will scan for available WiFi networks, and display of list of networks within range. Use the **UP/DOWN** arrow keys to highlight your WiFi network.

When asked, carefully enter the wireless network password on the dialing keypad, using the guidelines on page 15. When you are finished entering the password, double-check that everything is spelled correctly and that upper/lower case letters are listed properly.

Press **YES** to accept.

☐ Check that the signal strength of your wireless router is strong enough to reach the *CapTel* phone.

To check:

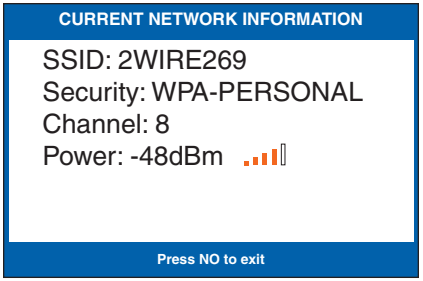
Press the **YES** button to see **OPTIONS**

Press the **DOWN** arrow repeatedly until **Settings** is highlighted. Press the **YES** button to accept.

Press the **UP/DOWN** arrow repeatedly until **Network Settings** is highlighted. Press the **YES** button to accept.

Confirm that **View Current Network** is highlighted. Press the **YES** button to accept.

CapTel shows information about the current WiFi setup. Check the signal strength diagram next to the “Power” setting. This indicates how strong the signal strength is between the *CapTel* and your wireless router. The more bars that are colored in, the stronger the signal strength.



If the signal strength is very low, your phone may be too far away from the wireless router to establish a reliable connection. Try moving your *CapTel* phone to a location closer to your wireless router. Then, repeat this process to check the Current Network Settings again to determine if the signal strength can be increased.

Please call *CapTel* Customer Service for additional assistance: 888-269-7477

NOTES

***CapTel* 840i Installation Help Line: 888-269-7477**